NY HP Portal Launch Announcement – Monday, July 29 - AM

Format: Text in Email

Recipients: Participating Contractors and CBOs

Subject Line: Launch of NY Home Performance Portal

Email Text:

NYSERDA is pleased to announce the launch of the new program management tool, the NY Home Performance (HP) Portal.

Many of you have participated in trainings in preparation for the launch and have learned about the Portal's key features:
- Submit, review, manage, and track your audit applications and projects;
- Upload files and documents directly (no more faxing);
- Using the Eligibility Screening Tool (EST) to electronically screen projects for measure and cost-effectiveness eligibility (no more "Proforma" worksheet);
- View customer loan and AHP subsidy status; and
- Provide your customers with access to an electronic audit application specific to your company.

Later today, each participating contractor and Constituency Based Organization (CBO) will receive log in credentials for the NY HP Portal. Once your log-in credentials have been received, you may begin submitting new projects to the Portal.   All projects with a claimed audit reservation number or work scope already submitted to the current system prior to launch of the new Portal will need to be completed there. CBOs have read access to the system and will be able to track their constituent's projects.

Please review the documentation provided using the links below before accessing the new system.

Important Notes and Links:

NY HP Portal URL: https://nyserda.energysavvy.com/login

Reference Guides. Training and reference documents are located on the NY HPwES contractor support site: http://credit.csgrp.com/webapps/nyserda/index.html

New Online Audit Application. A new online audit application will be available after 5 PM today at https://nyserda.energysavvy.com/start-your-project/hpwes.

Contractor Profiles. The new contractor profiles are available at https://nyserda.energysavvy.com/contractors/.

Eligibility Screening Tool. As explained during training, part of this new Portal is the Eligibility Screening Tool (EST), which contractors can use to obtain real-time feedback about the eligibility of a proposed work scope. This tool will assist contractors in developing an eligible work scope. Please note the final approval of the work scope, incentives and financing is completed by CSG in the Contract Review and Approval stage. It is expected that this tool will be continuously evaluated, with a goal of significantly reducing approval times.

Migration of audit-only customers. Contractors may request that their customers with an approved audit reservation number that has not yet been claimed be moved to the NY HP Portal. Contractors will need to contact HPwES Program Call Center at 1-855-838-7818 or HPwES-Audit@csgrp.com and ask the call center to migrate the numbers for you. Any pending/on hold applications will need to reach approval before migration can occur. After the migration is done, you will be able to claim them in the Portal. Instructions for migration are located on the Contractor Support site: http://credit.csgrp.com/webapps/nyserda/index.html within the Program Portal Training Guide.

We look forward to working with contractors in the NY HP Portal. If at any time you have questions, please contact contactorsupport@csgrp.com or call 1-800-284-9069 or 1-855-838-7818. Feedback about the Portal can be submitted to Laura Geel at lb2@nyserda.ny.gov.